

Helping Government Serve the People.®

MAXIMUS®

Improving Service Delivery for the Province of British Columbia's Ministry of Health Services

The Issue – British Columbia has Canada's third largest provincially-sponsored medical (Medical Services Plan) and drug (PharmaCare) insurance plan in Canada that provides program enrolment and registration, account management, claims processing and payment, and information and education for over 4.5 million residents and over 13,000 medical and health care providers in British Columbia.

High call volumes (1.35 million annually or average of 112,000 per month¹) and the number of documents processed for MSP and PharmaCare (over 740,000 documents each year, or 62,000 per month²) had created service challenges for the Ministry. The challenges included busy signals on dedicated phone lines for the public and providers, as well as long delays in documents processing for both MSP and PharmaCare. The Ministry was also facing a major capital barrier in order to make the investments necessary to modernize the technology platform supporting MSP and PharmaCare.

The Challenge – As part of the Joint Solution Request for Proposal process, the Province and the Ministry aligned MSP and PharmaCare under a new program banner – Health Insurance BC – and selected MAXIMUS as the vendor to manage and administer the day-to-day operations, including the information system applications of the new organization.



MAXIMUS challenge, under a 10-year contract that commenced on April 1, 2005, was to conduct a seamless transition of the programs from the Ministry of Health Services (MOHS) to Health Insurance BC, while immediately embarking on service improvements to enhance performance and accountability of MSP and PharmaCare, and to modernize and replace its systems for registration, billing and claims. This required a more performance based approach with better enterprise wide metrics on volumes or productivity, deployment of management tools and a Quality Management system, plus dedicated communications resources to ensure quality and effectiveness of client communications.

The Solution – MAXIMUS provided the private-public partnership the Province was looking for in order to deliver a comprehensive solution leading to improved service delivery.

MAXIMUS was able to leverage its vast expertise and experience in health services operational management and deployment of supporting technology to stand up the new organization on schedule. MAXIMUS reaped service delivery improvements by consolidating and modernizing two previously outsourced call centres, and implementing a new document processing system which integrated document image capture, tracking and work queue planning functionality.

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Since transition, MAXIMUS has continued to refine both the business processes and underlying technology that support MSP and PharmaCare with a goal of improving customer service through continuous business process improvements.

Most recently, Optical Character Reading (OCR) technology has been implemented at Health Insurance BC to further speed document processing time for high volume forms. Successfully automating end-to-end processing ensures a higher level of privacy of personal information by removing the need for agents to manually enter data into systems. The result is a faster and more efficient processing service.

The Outcome – Since MAXIMUS Canada has begun operation of Health Insurance BC, British Columbians who rely on MSP and PharmaCare have received services at a level that could not be achieved previously.

Since November 2005, MAXIMUS Canada has consistently met or exceeded all 27 stringent Service Level Requirements (SLRs) covering contact center, documents processing and technology services. These SLRs include standards that require 80 percent of beneficiary documents processed within 10 business days and 99 percent within 20 business days, and the average speed to answer first call to be less than three minutes for general public phone inquiries and less than one minute for health care provider or pharmacist inquiries.

New service levels, combined with MAXIMUS commitment to continuous process improvement, have resulted in an enhanced customer experience with the public and provider contact centres, self-service (web and IVR) tools, document management and claims processing services.

The final result will be a completely modernized service that will ensure that the Province of British Columbia can meet the growing and changing needs of its citizens for years far into the future.

¹ Stat date Dec 31, 2006

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To learn how MAXIMUS Canada can improve your program efficiencies and improve service delivery to the public, contact us at 250.405.3706. You may also email us at canada@maximus.com.



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